

ORIGINAL

COMMISSIONERS
GARY PIERCE - Chairman
BOB STUMP
SANDRA D. KENNEDY
PAUL NEWMAN
BRENDA BURNS



0000124693

ARIZONA CORPORATION COMMISSION

April 19, 2011

To: Docket Control

RE: Generic Docket (Decoupling) – Customer Comments
Docket Nos. E-00000J-08-0314 and G-00000C-08-0314

Please docket the attached 31 customer comments OPPOSED of the above filed decoupling case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 19 2011

DOCKETED BY

A handwritten signature in black ink, appearing to be "J. [unclear]", written over a rectangular box.

RECEIVED

2011 APR 19 P 2:03

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94572

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Thomas M

Leard

Account Name: Thomas M Leard

Home:

Street:

Work:

City: Carefree

CBR:

State: AZ Zip: 85377

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he read the AARP article about Decoupling.

Customer is asking the Commissioner's to please recognize that energy and gas conservation deserves some type of reward. Customer further request's that the Commissioner's take into consideration what would occur if everyone stopped using the service provided by the utility companies, and the utility companies would never be able to recover their investments in their infrastructure. Customer asks the Commissioners to consider this matter carefully and issue a decision in a middle ground.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94572

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 94571

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: **Thomas M**

Leard

Account Name: Thomas M Leard

Home: (

Street:

Work:

City: Carefree

CBR:

State: AZ Zip: 85377

is:

Utility Company: **Miscellaneous Gas**

Division: Gas

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
 E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he read the AARP article about Decoupling.

Customer is asking the Commissioner's to please recognize that energy and gas conservation deserves some type of reward. Customer further request's that the Commissioner's take into consideration what would occur if everyone stopped using the service provided by the utility companies, and the utility companies would never be able to recover their investments in their infrastructure. Customer asks the Commissioners to consider this matter carefully and issue a decision in a middle ground.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94571

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94561

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By:

Ms.

Petersen

Account Name:

Ms. Petersen

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company.

Miscellaneous Electric

Division:

Electric

Contact Name:

Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she just read the AARP article about Decoupling. Customer say's that this is quite upsetting to her as she and her husband are in their 70's and are barely holding on to their house.

Customer say's that they are already having to choose between food and medicine and are doing everything they can to be conservative with their electricity and gas. Customer does not understand what the point would be to conserve if customer will not be able to reap a reward.

Customer further states that she is sure this is not just upsetting to her, but is likely upsetting to everyone who has lost their jobs and who is currently struggling to get by with the bare necessities in life.

Customer has a difficult time understanding how the Commission could allow these utilities to charge what they want and do what they want?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 4/15/2011

Opinion No. 2011 - 94561

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94562

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By:

Ms.

Petersen

Account Name:

Ms. Petersen

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company.

Miscellaneous Gas

Division:

Contact Name:

Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
 E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she just read the AARP article about Decoupling. Customer say's that this is quite upsetting to her as she and her husband are in their 70's and are barely holding on to their house.

Customer say's that they are already having to choose between food and medicine and are doing everything they can to be conservative with their electricity and gas. Customer does not understand what the point would be to conserve if customer will not be able to reap a reward.

Customer further states that she is sure this is not just upsetting to her, but is likely upsetting to everyone who has lost their jobs and who is currently struggling to get by with the bare necessities in life.

Customer has a difficult time understanding how the Commission could allow these utilities to charge what they want and do what they want?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 4/15/2011

Opinion No. 2011 - 94562

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94613

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: **Sally**

Neal

Account Name: Sally Neal

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85718

is:

Utility Company: **Miscellaneous ACC Questions**

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94613

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94624

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

John

Vankat

Account Name: John Vankat

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

He states that if the consumer used less energy he should be able to pay less.

He is against decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinin noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94624

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94623

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ray

Corggin

Account Name: Ray Corggin

Home: (000) 000-0000

Street: n/a

n/a

Work: (000) 000-0000

City: Kingman

CBR:

State: AZ **Zip:** 00000

is:

Utility Company. Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

He wants to make sure that our energy savings that we work on here leads to dollar savings.

He is against the decoupling idea.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinin noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94623

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94609

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Maria

Del Castillo

Account Name: Maria Del Castillo

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip:

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer called to express her opposition to decoupling. She read an article in the AARP news bulletin.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94609

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94610

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Joanne

Kaufman

Account Name: Joanne Kaufman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85003

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94610

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (602) [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94611

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

Complaint By: First: Last:
 Les Fullerton

Account Name: Les Fullerton

Home: (602) 745-9771

Street: [REDACTED]

Work:

City: Skull Valley

CBR:

State: AZ Zip: 86338

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94611

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (602) [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2011 - 94612

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

Complaint By: First: Last:
 Pati Shuey

Account Name: Pati Shuey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Green Valley

CBR:

State: AZ Zip: 85614

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94612

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94600

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Last:
Helen Gensler

Account Name: Helen Gensler

Home: ([REDACTED])

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85718

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94600

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 94608

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Phyllis Last: Benson

Account Name: Phyllis Benson

Home:

Street:

Work:

City: Heber

CBR:

State: AZ Zip: 85928

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer called to express her opposition to decoupling. She read an article in the AARP news bulletin.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94608

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94599

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Ragnhilad Last: Gasper

Account Name: Ragnhilad Gasper

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sedona

CBR:

State: AZ Zip: 86351

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed.
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94599

E. 00000J. 08. 0314
G 00000C. 08. 0314

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94327

Date: 4/7/2011

Complaint Description: 08Z Rate Case Items - Other
N/A Not Applicable

Complaint By: First: Ford Last: Knowles

Account Name: Ford Knowles Home

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: n/a is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

DOCKET NOS. E- 00000J- 08- 0314 AND G- 00000C- 08- 0314

Caller has concerns about the added cost to ratepayers when the company has to recoup the lost revenues based on less consumption by the consumer. He feels the more a consumer conserves, the higher his costs. Directed him to Decision No. 71819 and the generic dockets set up for filings regarding this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 4/7/2011

Opinion No. 2011 - 94327

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94329

Date: 4/7/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Warren Last: Worts

Account Name: Warren Worts

Home 774-2422

Street: 1001 Canyon

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86429

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Docket No.s E-00000J-08-0314 and G-00000C-08-0314

Caller is opposed to the decoupling recommendations in the above dockets. It is his belief based on the article in the April 2011 issue of the AARP newsletter that the more a consumer conc=serves energy, the more he will pay.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

Provided customer with information in Decision No. 71819

End of Comments

Date Completed: 4/7/2011

Opinion No. 2011 - 94329

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa:

Priority: Respond Within Five Days

Opinion No. 2011 94448

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Linda Last: Safta

Account Name: Linda Safta

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85114

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

E-00000J-08-0314 and G-00000C-08-0314 DECOUPLING

Caller is opposed to the decoupling method of determining rates. Believes that a consumer's energy saved should reflect savings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

Caller advised that decisions related to decoupling will be addressed if requested in a company's application for an increase in rates.

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94448

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa:

Priority: Respond Within Five Days

Opinion No. 2011 94470

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Kathy **Svensden**

Account Name: Kathy Svensden

Home: (000) 000-0000

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: **Miscellaneous ACC Questions**

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

DECOUPLING OPPOSED DOCKET NOS. E 00000J 08 0314 AND G 00000C 08 0314

4/12

Caller does not like the idea of being charged higher rates for any utility when conservation efforts are strived for.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94470

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94449

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Kathleen**

Beazley

Account Name: Kathleen Beazley

Home:

Street:

Work:

City: Mesa

CBR:

State: AZ Zip: 85213

Is:

Utility Company. **Miscellaneous ACC Questions**

Division: Misc.

Contact Name:

Contact Phone: 0000

Nature of Complaint:

E-00000J-08-0314 and G-00000C-08-0314 DECOUPLING

Caller is opposed to the decoupling method of determining rates. Believes that a consumer's energy saved should reflect savings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

Caller advised that decisions related to decoupling will be addressed if requested in a company's application for an increase in rates.

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94449

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94451

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Doug Taylor

Account Name: Commerical Property Managers

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

E-00000J-08-0314 and G-00000C-08-0314 DECOUPLING

Caller is opposed to the decoupling method of determining rates. Believes that a consumer's energy saved should reflect savings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

Caller advised that decisions related to decoupling will be addressed if requested in a company's application for an increase in rates.

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94451

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94603

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Julia and Marian Galczynski

Account Name: Julia and Marian Galczynski

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer called to express her opposition to decoupling. She read an article in the AARP news bulletin.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter her comments for the record and file them with the generic docket for this matter and advised her that all the Commissioners would have the opportunity to read them. Customer thanked me for my time.

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94603

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94587

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Phil Last: Winters

Account Name: Home: (480) 209-9769

Street: n/a Work:

City: c/a CBR:

State: AZ Zip: n/a is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/15 DECOUPLING E 00000J 08 0314 AND G 00000C 08 0314

Customer left voice message in opposition of the decoupling policy. He believes the Commission has caved to utilities demands for increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94587

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94585

Date: 4/15/2011

Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric

First:

Last:

Complaint By: Carole

Turano

Account Name:

Home: (000) 000-0000

Street: 10431 W Puget Ave.

Work:

City: Peoria

CBR:

State: AZ Zip: 85345

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

4/15 DOCKET NO. E-01345A-11-0063 DECOUPLING OPPOSED

Customer has concerns about the ramification /results of the Commissions approval of the decoupling tool in determining future utility rates, specifically as related to her APS electric. If she continues to be successful in reducing her energy consumption she does not want to pay the same or even more towards her monthly bill.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer has a good grasp on how things work and realizes the fine balance needed to be fair to both the company and rate payers. Advised he comments would be docketed in the current docket of the Company's intent to file a rate case.

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94585

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: \

Fax: .

Priority: Respond Within Five Days

Opinion No. 2011 94588

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: **First:** Pat **Last:** Pierce

Account Name: Pat Pierce

Home: (000) 000-0000

Street: n/a

Work:

City: Anthem

CBR:

State: AZ Zip: n/a

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/15 DOCKET NOS. E 00000J 08 0314 AND G 00000C 08 0314

DECOUPLING OPPOSED

Customer left voice message in opposition of decoupling policy. She believes there should be a set amount on electric bills and it is not fair to those consumers who conserve energy. She believes the energy policy should be changed.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED.

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94588

E-00000J-08-0314

G-00000C-08-0314

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94569

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By:

Joan

Hobland

Account Name:

Joan Hobland

Home

Street:

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Miscellaneous Gas

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she just read the AARP article about Decoupling. Customer is asking the Commissioners to please make natural gas savings, lead to dollar savings.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED
End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94569

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

6

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94557

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By:

Liz

Walker

Account Name: Liz Walker

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Gas

Division: Gas

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she is opposed to the Commissions' approved policy regarding Decoupling.

Customer is calling to ask the Commission to please make natural gas savings lead to dollar savings. Customer strongly believes that it is wrong for the Commission to push for energy conservation, if the Commission and utilities are not going to honor it. Customer requests the Commission deny Decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94557

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94568

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: **Joan**

Hobland

Account Name: Joan Hobland

Home: (602) 998-1111

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Miscellaneous Electric**

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
 E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he just read the AARP article about Decoupling. Customer is asking the Commissioners to please make energy savings, lead to dollar savings.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED
End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94568

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-3100

Fax: :

Priority: Respond Within Five Days

Opinion No. 2011 - 94565

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: John R

Olbert

Account Name: John R Olbert

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: .

is:

Utility Company. Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
 E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he just read the AARP article about the Commission approving criteria for Decoupling. Customer just can't imagine why something like this would be approved especially with so many people trying so hard to be conservative because they can not afford to pay a higher bill. Customer is one of many who had a solar system installed with the understanding that it would lead to a decreased bill and if this decoupling is enforced all of the money he spent for his solar system to be installed would have been for nothing.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94565

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2011 - 94564

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: John R

Olbert

Account Name: John R Olbert

Home: (000) 000-0000

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85718

is:

Utility Company: Miscellaneous Gas

Division:

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he just read the AARP article about the Commission approving criteria for Decoupling. Customer just can't imagine why something like this would be approved especially with so many people trying so hard to be conservative because they can not afford to pay a higher bill. Customer is one of many who had a solar system installed with the understanding that it would lead to a decreased bill and if this decoupling is enforced all of the money he spent for his solar system to be installed would have been for nothing.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94564

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 500-5000

Fax: (602) 500-5000

Priority: Respond Within Five Days

Opinion No. 2011 - 94556

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Liz Last: Walker

Account Name: Liz Walker

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she is opposed to the Commissions' approved policy regarding Decoupling.

Customer is calling to ask the Commission to please make energy savings lead to dollar savings. Customer strongly believes that it is wrong for the Commission to push for energy conservation, if the Commission and utilities are not going to honor it. Customer requests the Commission deny Decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94556

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (6

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94574

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Last:
Shawn **Duffey**

Account Name: Shawn Duffey

Home: (000) 000-0000

Street: n/a

Work:

City: Flagstaff

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Miscellaneous Electric**

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he read the AARP article about Decoupling.

Per customer, "this is a downright disgrace". Customer believes that it is absurd to think that people who use less could end up paying more. Customer was under the impression that because the Commissioners are elected officials, that they would be acting in the best interest of citizens of Arizona and would not be in the back pockets of the Utility Companies. Per customer, "Utility Companies should not be guaranteed a revenue stream irrespective to what they do"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94574

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: - - - - -

Fax: - - - - -

Priority: Respond Within Five Days

Opinion No. 2011 - 94575

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Shawn Last: Duffey

Account Name: Shawn Duffey

Home: (000) 000-0000

Street: n/a

Work:

City: Flagstaff

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Gas

Division: Gas

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that he read the AARP article about Decoupling.

Per customer, "this is a downright disgrace". Customer believes that it is absurd to think that people who use less could end up paying more. Customer was under the impression that because the Commissioners are elected officials, that they would be acting in the best interest of citizens of Arizona and would not be in the back pockets of the Utility Companies. Per customer, "Utility Companies should not be guaranteed a revenue stream irrespective to what they do"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94575

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94573

Date: 4/15/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Katherine

n/a

Account Name: Katherine n/a

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer left a voicemail message with the Commission, stating that she read the AARP article about Decoupling. Customer stated that she is calling to ask the Commissioner's to please make sure energy savings lead to dollar savings.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion filed on the customer's behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/15/2011

Opinion No. 2011 - 94573

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94627

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Gerri Last: Cass

Account Name: Gerri Cass

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85748

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94627

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94630

Date: 4/18/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

Complaint By: First: Last:
Waynette Trsener

Account Name: Waynette Trsener Home: (000) 000-0000

Street: [REDACTED] Work:

City: Sedona CBR:

State: AZ Zip: 86336 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed.
End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94630